



SOFTWARESILOS

Sales Staff Extension

PDF Manual

MODULE

staff

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Email Configuration

Sales Staff Extension · /staff/troubleshooting/email-configuration

This page helps troubleshoot staff-related emails (staff account emails, staff order emails, and add-on emails like visits/quotes/history).

Where to Configure

Go to **Stores > Configuration > MageB2B > Staff > Email settings**

Key settings:

- **Activated Emails** (`staff/email/enabled_templates`) - allowlist for helper-driven staff/add-on template emails. If a template id is not enabled here, that helper-driven email is skipped.
- **Email order to** (`staff/email/email_order_to`) - who receives order emails in staff context (separate from Activated Emails routing behavior).
- **Sent email copy to staff when customer is placing an order** (`staff/email/customer_order_email_copy`)
 - Depends on `staff/general/set_staff_id_permanently_on_order = Yes`
- **CC Receiver for staff emails** (`staff/email/send_cc`)
- **BCC Receiver for staff emails** (`staff/email/send_bcc`)
- **Send order email from fixed Store View** (`staff/email/send_order_email_from_fixed_storeview`)
- **Staff name and email details** (`staff/email/name_email_details`) - use variable `{{var order_staff_name_email_detail}}` in sales order email templates.

Screenshot placeholder: Staff email settings (Activated Emails + CC/BCC)

Common Root Cause: Helper-Driven Template Not Activated

Many add-ons contribute helper-driven template ids, and these are controlled by **Activated Emails**.

Example: if `staff_visit_customer_cancelled` is not in `staff/email/enabled_templates`, the visit cancellation email will not be sent.

Common Template IDs

Base Staff module defaults:

- `staff_email_staff_new_template`
- `staff_email_staff_set_password_customer_template`
- `staff_email_staff_activated`
- `staff_email_staff_de_activated`
- `staff_email_forgot_password`
- `staff_email_password_updated`

Add-on examples (only available when the add-on is installed):

- Customer History: `staff_email_history_email_alert`
- Order Management: `staff_email_staff_edited_order_template`
- Customer Visits:
 - `staff_visit_created`, `staff_visit_updated`, `staff_visit_cancelled`
 - `staff_visit_customer_cancelled`, `staff_visit_reminder`, `staff_visit_inform`, `staff_visit_approve`
- Quotes:
 - `staff_email_quote_template`, `staff_email_quote_to_customer_template`
 - `staff_email_quote_status_update_template`, `staff_email_quote_expiry_reminder_template`
 - `staff_email_quote_internal_notification_template`, `staff_email_customer_quote_request_template`

Debug Checklist

1. For helper-driven emails, confirm the relevant template id is enabled in **Activated Emails**.
2. Check scope: make sure you saved configuration at the intended scope (Default / Website / Store View).
3. Clear config cache after changes:

```
php bin/magento cache:flush
```

4. Check Magento logs:
 - `var/log/system.log`
 - `var/log/exception.log`
5. If you use asynchronous email sending / queues, verify your queue consumers are running.

Related

- [Common Issues](#)
- [Configuration](#)